



CRAVE GROUP
RESTAURANTS



COVID-19
Operating Procedures

Occupancy

General Requirements

- Operate at no more than the percent occupancy rate for Crust, including employees, as identified in the most recent Executive Order

Social Distancing & Other Protective Measures

- Dining area & seating arrangement is configured to ensure minimum of 6 ft separation between different groups
- Booth seating is exempted from the 6ft separation requirement because the average booth height is greater than 42 inches
- Checks are presented to the table & payment is taken by the server to the cashier station. Guests are to stay seated until their paid receipt is brought back by the employee.
- Separate entrance and exit is utilized
 - Front door for entrance and seating
 - Side door for exiting
 - Exiting the restaurant for any reason will require guests to return to the front door to enter, where they will be required to re-sanitize their hands & check their temperature
- Signage at the door is posted letting guests know that no one with COVID-19 symptoms is to be permitted inside (commonly associated symptoms included)
- Face coverings are required of all staff; front and back of the house.
- Reservations are highly encouraged
- Total number of people in any given social gathering must not exceed the capacity permitted in the most recent Executive Order
 - Social gathering is defined as a meeting for a common and singular purpose of more than (1) person where the individuals are not members of a single household unit

Restaurant Sanitation Protocol

All cleaning, sanitizing, and disinfecting chemicals being used in our restaurant are authorized to be used in our restaurant. Manufacturer specifications are being followed.

Sanitation Rotation

- Door handles are sanitized every 30 minutes
- Tables, chairs, counters, and booth seats are sanitized between each table turn
- Food-contact surfaces are cleaned using the wash, rinse, sanitize procedures outline in the GFC
- Check presenters, pens, cashier stations, etc are sanitized between each guest use
- Table presets are no longer utilized except to signify a reserved table
- Menus are cleaned & disinfected after each customer

- Paper menus are disposed of after each customer
- Restrooms are sanitized periodically by the building maintenance as it is a building common area. For more information, please contact Calvo's Enterprises.

Employee Health Protocol

All employees are subject to the same guidelines as guests. No employee with COVID-19 symptoms, commonly associated symptoms, or with a positive test for the virus will be allowed to enter the establishment.

- Pre-work screening will be done by the manager-on-duty
 - This will include taking employee temperatures
- Any symptoms related to/commonly associated with COVID-19 MUST be reported to the MOD
- All employees are encouraged to practice healthy hygiene
- Adequate supplies are on hand to support employee health & hygiene at all times
 - Employees are encouraged to refrain from touching eyes, mouth, nose, and open wounds with hands
- Face coverings are to be worn by all employees during the entire shift
- Signage will be posted to remind employees of good hygiene & sanitation practices

Should any employees report symptoms related to or commonly associated with COVID-19, they will be sent home immediately or allowed leave from work without penalty. Testing will be highly recommended. Social distancing measures and self-quarantine will be required prior to returning to work.

Guest Guidelines

Guests are required to adhere to the restaurant's COVID-19 procedures in order to dine in.

- Face coverings are required to enter & are only to be removed to consume food & beverages
- Guests are highly discouraged from talking without a face mask
- Guests are required to utilize hand sanitizer upon entrance & are highly encouraged to continue using hand sanitizer throughout their visit to prevent any spread
- Guests (& employees) are required to follow the entrance/exit door plan to keep a safe flow of traffic
- Reservations are highly encouraged to prevent any grouping near the entrance
 - Should guests need to wait for a table, they are encouraged to wait in their cars to wait for a phone call to be seated
- Total number of guests in any given congregation or social gathering must not exceed the number allowed in the most recent Executive Order

- A congregation/social gathering is defined as a meeting for a common and singular purpose of more than one (1) person where the individuals are not members of a single household unit
- Guest information is logged down in a guidebook & kept for a minimum of 30 days in the event we must assist with contact tracing. The information logged is listed below:
 - Name
 - Number
 - Meal type: Indoor/Outdoor/Takeout
 - Server
 - Table #
 - Time of arrival